GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:4660
ANSWERED ON:23.08.2001
REDRESSAL OF COMPLAINTS .
RAGHUNATH JHA

Will the Minister of RAILWAYS be pleased to state:

(a) the rules framed by the Railways for redressal of complaints in catering department;

(b) whether the complaints in this regard are not properly investigated; and

(c) if so, the number of complaints received during the last two years and the action taken thereon?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS AND PARLIAMENTARY AFFAIRS (SHRI O. RAJAGOPAL)

(a) Whenever complaints are received, investigations are conducted by the zonal railways and in case the allegations are substantiated the departmental action is initiated against staff in case of departmental catering and fines imposed or licence/supply discontinued in case of private licensees/suppliers.

(b) No, Sir.

(c) 1748 complaints received on various accounts during the last two years, have been investigated and appropriate action initiated, wherever required as indicated in (a) above.